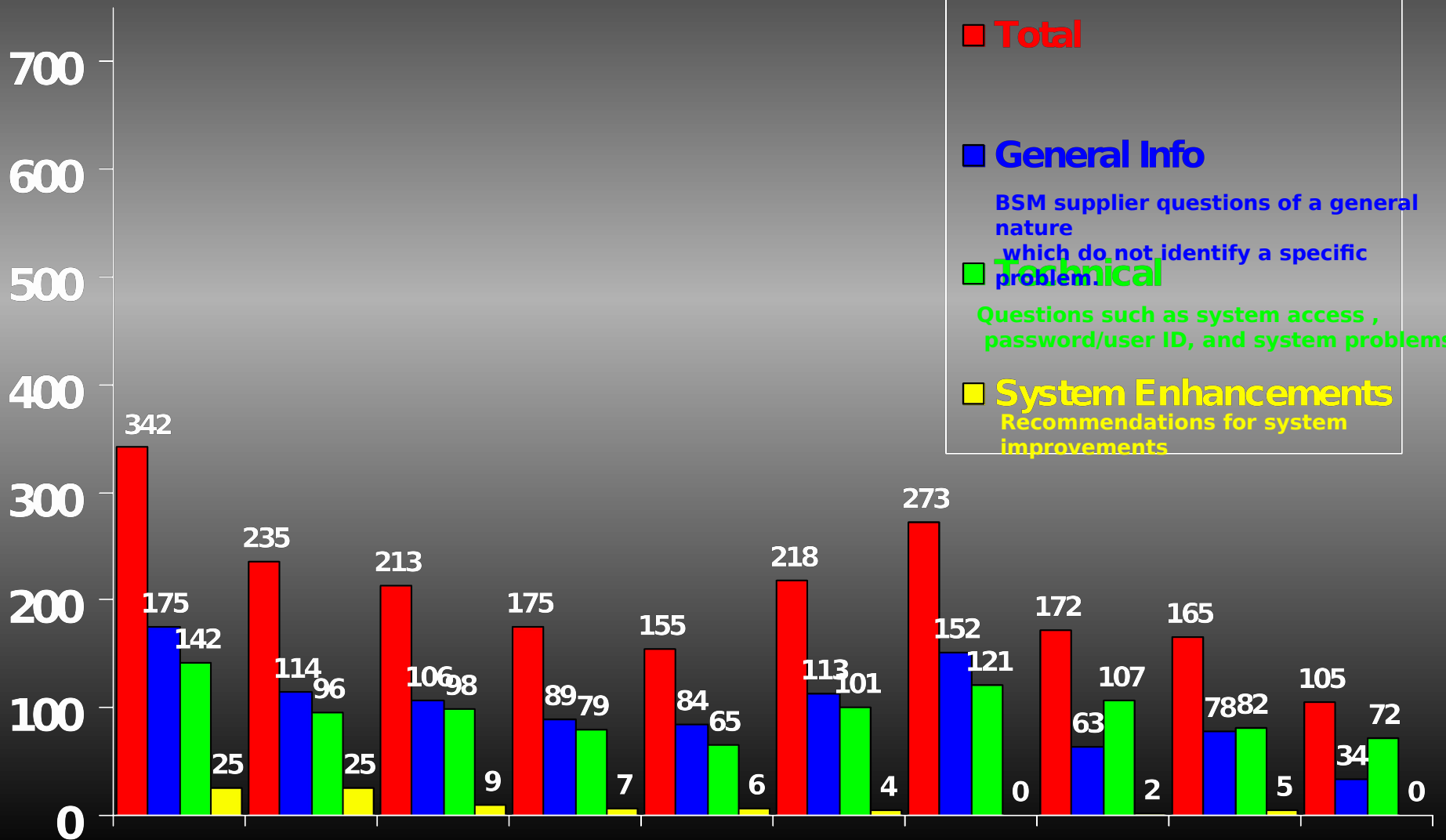




# SRweb RELATED CONTACTS

As of 31 Jul 03



■ Total

■ General Info

BSM supplier questions of a general nature

which do not identify a specific problem

■ Technical

Questions such as system access, password/user ID, and system problems

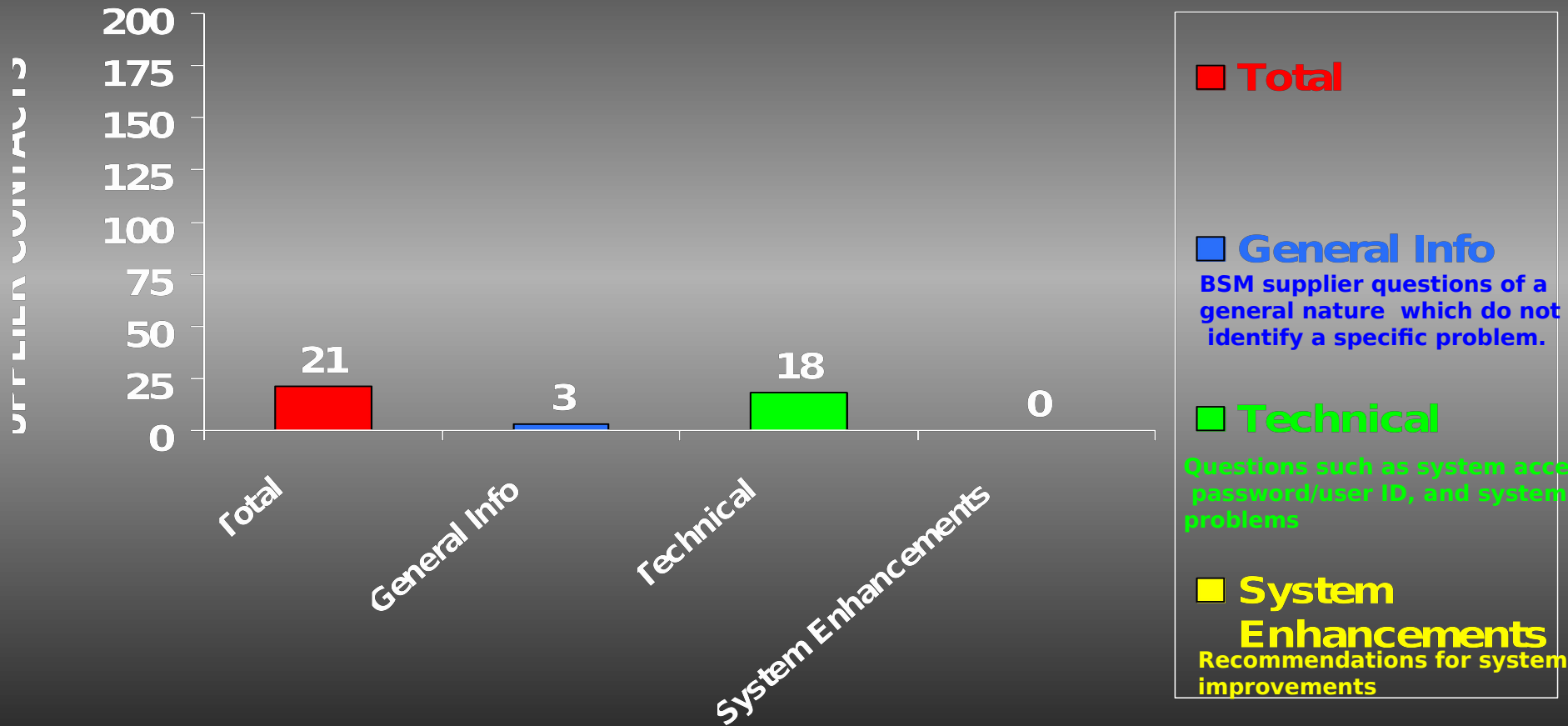
■ System Enhancements

Recommendations for system improvements



# SRweb RELATED CONTACTS

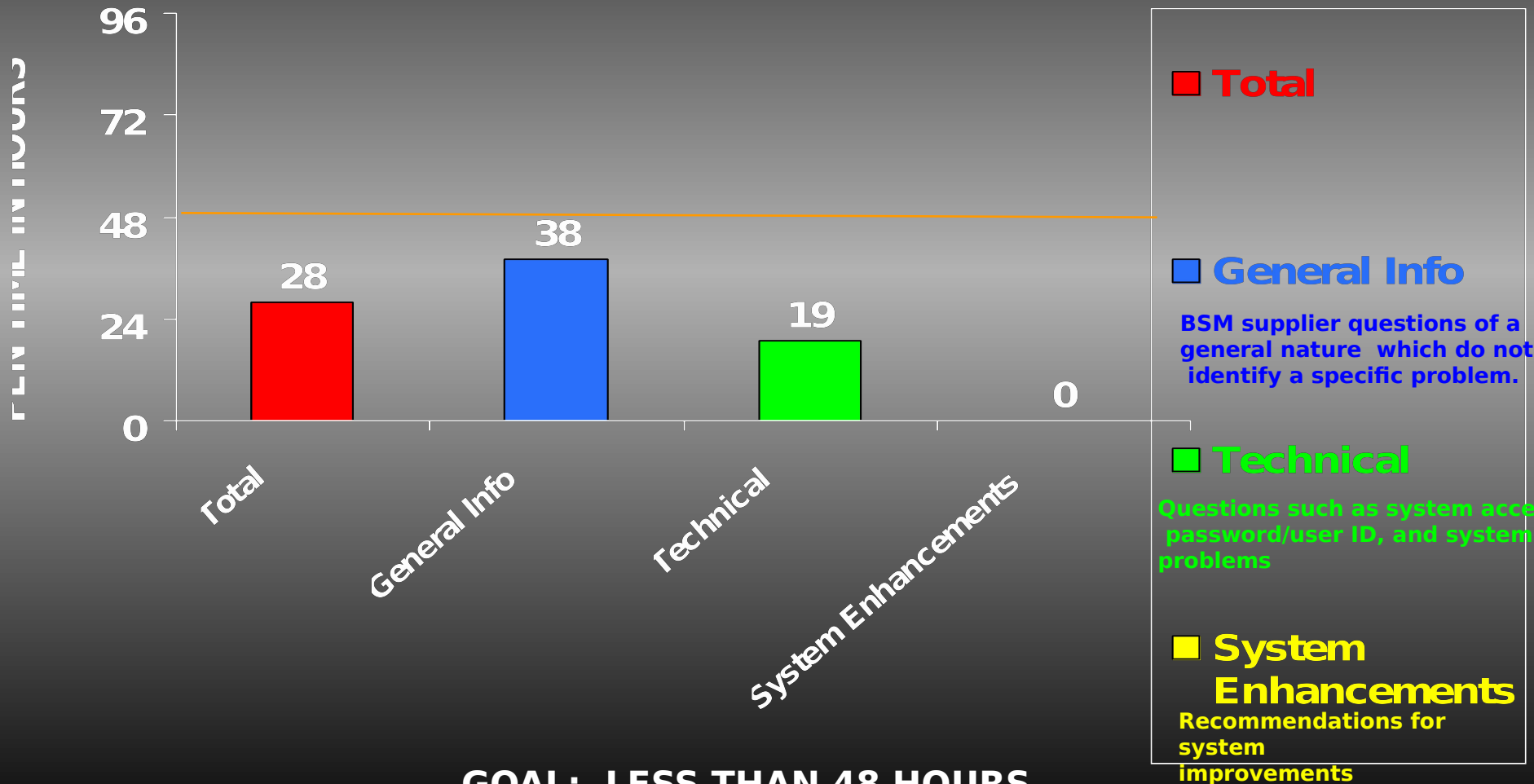
WEEK OF 25 - 31 Jul 03





# SRweb ISSUES

Average Resolution Time  
25 - 31 Jul 03

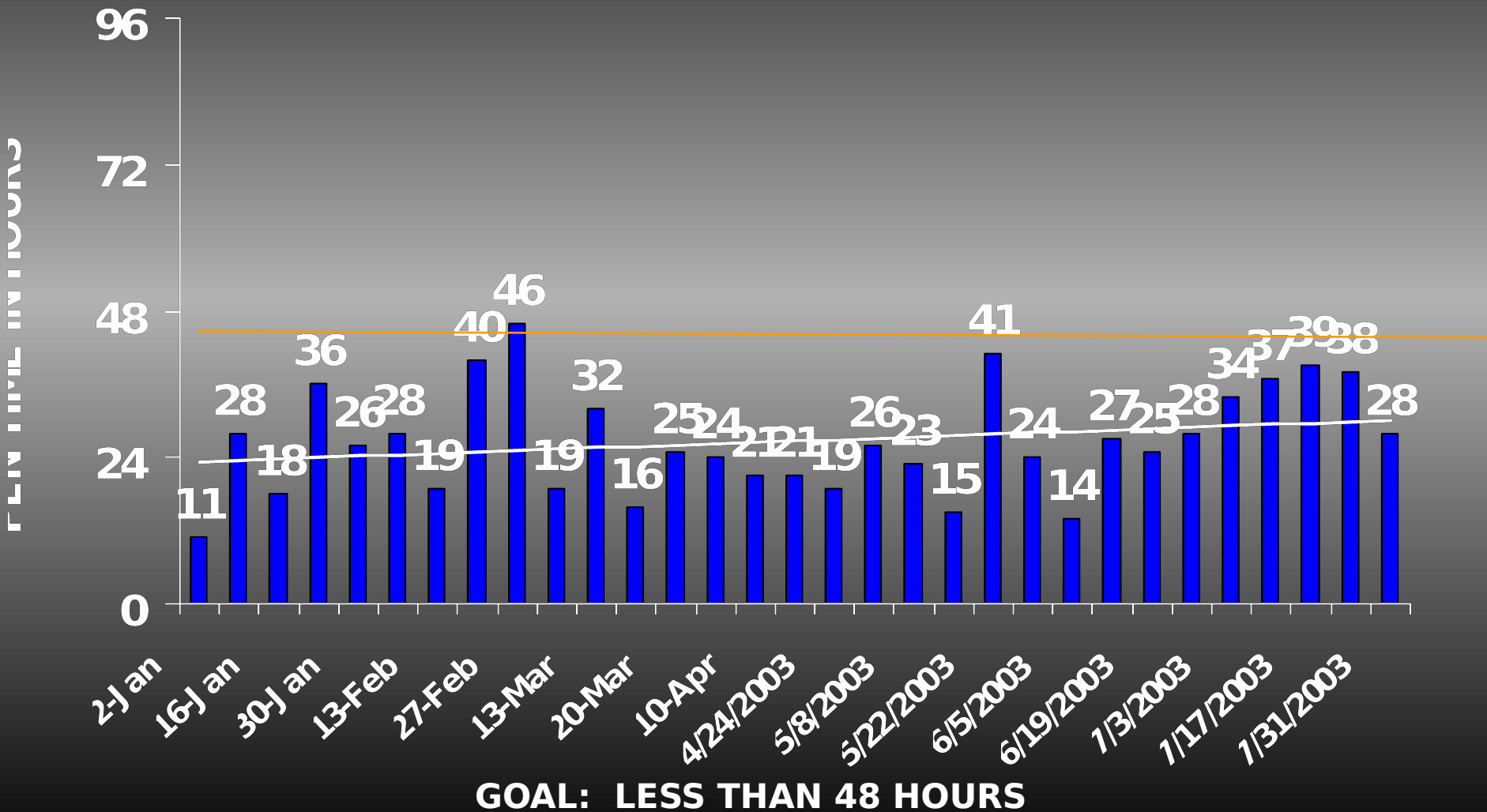


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)





# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 31 Jul 03

